



September 8, 2006

1301 Gervais Street, Suite 825
Columbia, SC 29201

Joseph Melchers, Esquire
Chief Counsel
South Carolina Public Service Commission
P.O. Box 11649
Columbia, SC 29211

Phone 803 254-5736
Fax 803 254-9626

Re: Docket No 2006-65-C – Petition of Donald A. Quick on Behalf of the Residents of Center Creek Community Requesting to Change or Add Additional Local Telephone Providers in Ridgeway, South Carolina

Dear Mr. Melchers:

During the pre-hearing conference call of August 29, 2006, Verizon was asked to respond to three issues. Those issues and the responses are as follows:

1) Service representatives not being aware that potential new customers live within Verizon's service territory.

The petitioners' homes are in the Verizon system and new customers within these address ranges will be shown in Verizon's service territory. If Verizon's system does not initially show the location in Verizon's service territory, a trained representative will ask questions to determine if the new customer can be served. The success of this process is dependent on the knowledge and responses of the applicant and the customer service rep's understanding of the information provided. If any questions arise in this area, we ask that Mr. Quick and any others please call 803-254-5736 and Amber Landsman or I will be glad to resolve the issue.

2) What is the process followed in burying drop wires (the wires from the main cable to the Network Interface Device on the customer's building).

The technician visits the customer's location to install or repair service. Verizon attempts to bury drop wires, if possible. If a new drop wire is necessary or it is determined that the drop wire is bad, then the tech enters a ticket into the system. The tech specifies if temporary service is being provided, if a road bore is necessary, and the approximate footage of the drop wire. The system schedules the ticket to be worked in eight business days. The buried drop crew is dispatched to perform the work at some point during that eight day period.

3) Can Verizon provide information regarding the new calling packages being offered.

In August, Verizon mailed information on the new calling packages to all Verizon customers. Within the next week, a copy of this information will be provided to Mr. Quick.

Should you have further questions, please do not hesitate to contact our office.

Sincerely,

Stan Bugner

c: Mr. Donald A. Quick
Jeffery M. Nelson, Esquire
Patrick W. Turner, Esquire
Steven W. Hamm, Esquire
Delaney ORoark, Esquire

RECEIVED

SEP 11 2006

LEGAL DEPARTMENT
PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA